



County Administrator's Office
1112 Manatee Avenue West
Bradenton, FL 34205
Phone: (941) 745-3717
www.mymanatee.org

November 22, 2016

TO: All Proposers

SUBJECT:

Request For Proposal (RFP) 17-0244FL
Community Care for the Elderly (CCE) Homemaker, Personal Care, Respite, Emergency Alert
Response (EAR) and Alzheimer's Disease Initiative (ADI) Respite Services

ADDENDUM #1

The following items are issued to add to, modify and clarify the Request For Proposal document. Proposals are to be submitted on the specified time and date due, in conformance with the additions and revision listed herein:

A. Clarification Requests as submitted by Proposer's

1. C.01.04 Clarify Company Experience, a. Proposers must provide the following details to demonstrate past relevant experience and performance, name of client. I assume you mean the name of a client entity, such as the Senior Friendship Center, rather than the name of individual clients, which would seem inappropriate to provide as documentation. However I wanted to clarify that was correct.

That is correct.

2. C.01.04 Clarify Company Experience, b. Names of Proposers staff and their direct involvement in the services; and names of the proposer's subcontractors and their role in the services. I am not sure if you want key related Administrative Staff (Staffing Coordinators, Billing Staff, etc. – which seems to be part of C.01.06, all Administrative Staff (even those that do not have any involvement in the contract, all Field Staff (which would be a very large list) or some other combination? Can you clarify that for me.

C.01.04 – The proposer's General Administrative Staff for your organization.

C.01.06 – The proposers General Administrative Staff that will work with Manatee County Staff.

3. Who is the current provider of this contract?

**Homemaker Approved Home Health
 Rescare
 Allstat
 Home Instead**

Personal **Approved Home Health
Rescare
Allstat
Home Instead**

Respite **Approved Home Health
Home Instead**

EAR **ADT**

ADI Respite **Approved Home Health
Allstat**

4. How many hours does the average client receive per week?

Homemaker: 3-6 Hours

Personal: 3-5 Hours

Respite: 4-16 Hours

EAR N/A

ADI Respite 4-20 Hours

5. Why is this contract being placed out be bid?

Manatee County receives state general revenue funds to provide these services and we are contractually obligated to issue a Request for Proposal and the current contracts will be expiring on December 31, 2016.

6. What are the acceptable invoicing formats?

Those agencies contracted with will be provided with billing/invoicing dates for each month and the billing must show each client, and the weekly units per week per services to show that the care plan submitted by county case management is being followed.

7. Is the invoicing monthly? Section 5D of the homemaker RFP states hours must be telephoned in on each Tuesday.

As stated above the invoicing is monthly and is usually either a 4 or 5 week time frame. In order to project unit utilization which helps project spending and available funds for new enrollments we ask for a weekly call in number so we are not waiting until once a month to view the utilization report. This number does not have to 100% accurate because we do take into consideration the process of collecting time sheets etc., however, it should be fairly close to accurate.

8. What is the term of this agreement?

The initial term of this agreement will be for 6 months. 1/1/17 – 6/30/17. After that it will move to yearly agreements 7/1/17 – 6/30/17 (Three one year extension). The state funds received for this program are under the state fiscal year of July through June. After three full one year agreements, the RFP process will be initiated again.

9. Section B.03 Technical Requirements – are the unit fees listed for each program the hourly fee that will be paid for the service, or are we to propose our rates for each program as we've done in past years?

These are the hourly fees that will be paid for each service.

10. Section A.02 – Packaging the proposal – shall we submit one sealed package per program for which we are proposing? That is one package for Homemaker a separate one for PC, for ADI, etc? Or do you want the proposals for each program combined into one large proposal and package?

The intent is to have the programs combined into one large proposal and package.

11. Page 14, B.03, Technical Requirements. Is this landline and cellular rate?

Yes.

12. Are we allowed to bid on individual services?

Yes, you may propose on individual services.

13. Do we need to submit one, full, separate proposal per service or can we submit one proposal that addresses each respective service?

The intent is to have the services combined into one large proposal and package.

14. In terms of the established unit rates (page 14. Section B.3.), is there any option or benefit for a proposer to bid rates lower than the established rates?

All unit rates for each service will be the same for each provider. There is not an option to propose a different rate.

15. In reference to the established unit rates (page 14. Section B.3.) if we are awarded the contract, would there be opportunity to renegotiate rates during the annual renewal period, or by submitting this proposal, we are committing to these rates for up to 3.5 years (first six month contract with the county reserving the right to renew for three additional 12 month periods)?

There will be language in our contracts that addresses rate changes.

16. Regarding item C.01.4.a. i-iv., Is there a minimum or maximum number of contract examples that need to be provided? What time period scope would satisfy this request? Two years, five years?

Use similar contracts that you have had in the last three years with like requirements as this RFP.

17. Regarding references, there appears to be several requests for references that may be redundant. Please clarify how many references are needed, how many are needed for each category, and clarify if there are differences between the below requests for references or if one set of references can satisfy all of these requests:

Provide references as required. See question 20 below.

18. Page 15-16. Item C.01.4.a.i-v. – “Specify the name, title, telephone, and email for the client’s contract manager for the specified experience.” Does this assume that these contract managers will be contacted as references?

That is an option that the Evaluation Committee will have.

19. Page 16. Item C.01.4.c. – “Governmental agency, if any, which verified compliance with its requirements or standards, and the names and telephone numbers of the key persons with direct knowledge of the compliance.” It is understood that this request pertains to governmental experience and compliance, but if we have government contracts and provide the contract manager reference info requested in C.01.4.a.i-v., would that not satisfy this request as well?

Yes.

20. Page 18. Item C.01.17 – “Include at least three (3) references who can substantiate proposer’s qualifications, credentials and experience. Do not duplicate references used for past performance.” Does “past performance” mean that we are not allowed to use any of the same references that would be provided to satisfy the request in item C.01.4.a.i-v. (page 15-16)?

Delete Item C.01.17.

21. Regarding the info requested on page 17. Item C.01.11 – Recent, Current and Projected Workload. Other than the 5 year scope, what is the difference in the info to be provided in C.01.4.a.i-v.? If the information to be provided in C.01.4.a.i-v. includes all current projects, would that not also satisfy this request?

Yes, but make that reference.

22. Must the supervisor of homemaker be a full time registered nurse (Director of Nursing)?

No, a qualified health or social service professional on staff.

23. Must the supervisor of the personal care personnel be a full time registered nurse (Director of Nursing)?

Yes.

24. Must the supervisor of the personnel for ADI and Respite Care Program be a full time registered nurse or Director of Nursing?

No, a qualified health or social service professional on staff.

25. Could the agency bidding have a license of a Nurse Registry, or must it have a Home Health Agency license in the state of Florida?

There is not a required membership for the above organizations.

26. Is there a required accreditation, like Joint Commission?

No.

27. Should the agency be a Manatee Chamber of Commerce member? Better Business Council status? Does it matter if the bidder is?

There is not a required membership for the above organizations.

28. Are there any NCQA/HEDIS metrics or compliance measures for the agency to keep track of, required by the County?

No.

29. Are there any analytical requirements of the health data collected on the clients?

No, since the County is the referral source we have the data required for state reporting as it relates to these programs.

30. Does the transition project require an experienced project manager to manage it?

Knowledge of the program is beneficial but not a requirement.

31. Are the renewals after the first 6 months automatic? When would the business be notified in advance of the 6 month and each 12 month subsequent renewals and awards?

The renewals are automatic unless there are grounds for agreement termination. Once the state informs the county of the awarded funds for the state fiscal year 7/1 – 6/30 county staff will prepare renewal agreements.

32. Could a nursing assistant be assigned to the clients who only need "homemaking"? Are there any clients enrolled in more than one program? If so, how many clients are enrolled in more than one program?

It is allowable and at the discretion of the agency, however, the agency will still be reimbursed at the rate dictated in this proposal.

33. What is the length or duration of the visit/shift? Are there any under 4 hours?

Each client is different based on their needs. Below is a list of the average hours provided for each service. Personal Care services is a service that is care planned at under 4 hours per visit.

Homemaker – 3 – 6 hours weekly.

Personal Care – 3 – 5 hours weekly (these are usually broken out into 1 hour visits 3 – 5 days a week).

CCE Respite – 4 – 16 hours weekly.

ADI Respite – 4 – 20 hours weekly.

34. Federal Law requires agencies to pay for traveling time and mileage for caregiver to go from client A to client B. Will this be paid in this program or should we include this in unit pricing?

Travel will not be paid to the agency. Please note that unit rates have already been established, these will not be negotiated.

35. Is the agency required to operate 24/7, and always have someone on-call after office hours? If so is there a special pricing for those Units?

The agency would only be required to have administrative staff available to the county staff Monday through Friday 8 – 5, however the proposal does indicate that services must be made available to clients Monday through Saturday if needed to meet the client's needs. There is no special pricing.

36. What is current average approved hours per client per week?

Please refer to question 33.

37. Is the "Unit Fee" equal to an hour?

Yes.

38. For new client or enrollee, what is the expected staffing timeframe? 24 hours? 48 hours? 7 days? Same day?

Once the agency is notified by county case management staff of a new client or changes to existing care planned services they will have seven (7) calendar days to initiate.

39. When will we have a decision on who was awarded?

December 2016.

40. How much time from being notified of getting awarded will we have to take over?

Agreements will commence on 1/1/17. If existing clients are being transferred to other agencies that is the week for agencies to take over, however, if there are no clients being transferred between agencies the first clients will come as we enroll into the program.

41. What is an acceptable invoice format? Could you please give an example of current invoice?

There are no custom invoicing documents, however, the county will expect to see a list of each client served with each week of the billing period showing the units provided.

42. What is an acceptable report format? Could you please give an example of current reporting? What information does the Manatee County would like to be reported?

Invoices must be delivered to county in hard copy format. The county wants to see each client name, social security number, each week of service for the billing period and the number of units of service per client per week with a grand total for the billing period. The county will create the billing cut off dates which will be a part of the agreement. Invoicing will be turned in monthly.

43. Does each invoice require a Care Note to go with it?

Invoices are not required to have a care note. If a client does not receive the care planned units a code is requested as to why, such as client services are on hold, client refused service etc. This will be reviewed with the agencies awarded agreements. The county does perform reviews with contracted agencies and at that time we would request the back-up documentation to the invoicing submitted for a random month. That is when we will request to see worker time sheets, notes etc.

44. What is the average day for the agency to get payments (or Explanation of Payments) after invoicing?

The county has 45 days to make payment to the agency once the fiscal staff submits authorization to pay to the county finance department. The fiscal staff on average submits to finance the request to make payment within 7 – 10 working days of receipt of the invoices.

45. Are payments electronic fund transfers (EFTs)?

This form of payment is available.

46. Will the awarded agency receive a full list of the clients, their needs, which program they are enrolled in, their demographics (such as where they live) on 1/1/2017? If not when after award?

If existing clients are being transferred to new agencies the new agency will receive all of the required documentation to provide services to clients. This information will be forwarded as soon as possible. The county will not expect services to be provided until this information is provided. If the agency is not receiving existing clients they will receive information as clients are enrolled and assigned to them.

47. Is this a phased-in transition or is it a turn-key transition? i.e. Phased in approach where we enroll a number of clients (i.e. 30 clients) per week over a period of time (4 weeks for 120 clients) or Turnkey where we would enroll all 120 clients in the first 7 days

The number of clients that are assigned to agencies is dependent on the number of agencies contracted with, whether or not they are existing agencies etc. We will work with all agencies to ensure that clients can be served successfully.

48. How many days does the agency have to transition the entire list of active clients?

The entire list of active clients will only be transitioned if there is one bidder otherwise active clients may or may not transition to a new agency.

49. Attachment C, Page 1: CCE Homemaker service: 1) Indicates total active cases (Client Files): 111; Attachment C, page 2: 3) Total transfer cost \$2,534.15 (Administrative Cost of 21.86 Multiplied by the number of Active Client Files). Our calculation: \$2,534.15 divided per \$21.86= 116. Our Question: Are there 111 Active Cases or 116 Active Cases

This number fluctuates on a regular basis at the time information was gathered for this RFP there were 111 active clients for the homemaker service.

50. Attachment C, Page 3: Establishment of a Homemaker's Activities Plan outlining tasks/activities to be performed for the client per instructions listed on the Care Plan submitted by the County Case Managers.

Our Question: What is the expected time frame for the transfer of services period?

That is dependent on the number of clients being transferred. County staff will work with agencies to make sure there is a successful transfer.

During the transfer of services period, what is the expected time frame for the County Case Manager to communicate with Assisting Hands and facilitate each active client's care plan.

As soon as it is determined if there will be clients transferring agencies the case management / administrative staff will provide the agency with required information as soon as possible.

Does the county requires a Registered Nurse to perform the initial client assessment?

Not for Homemaker service.

51. Page 14, B.03 Technical Requirements – Confirm/Clarify that the unit fees (with the exception of CCE EAR) are based on unit of one hour?

Correct.

52. Page 14, B.03 Technical Requirements – Please confirm that, as part of the proposal process, proposers are not bidding on unit fees. More specifically, the unit fees as shown in this section will be paid to the selected provider(s) during the contracted period. Proposers should not make an effort to offer a lower fee as part of the proposal process.

Correct.

53. Page 15, C.01 Information to be submitted – Please confirm that, if a proposer responds to more than one scope of service: In the hardcopy format, all of the proposal documentation can be submitted together as long as separated by tabs appropriately.

Acceptable.

54. Page 15, C.01 Information to be submitted – Please confirm that, if a proposer responds to more than one scope of service: In the electronic copy, please confirm that it is acceptable to use a folder structure in lieu of tabs.

That is acceptable as long as all information is identical to the hardcopy.

55. Page 15, C.01.4(a) - This section require the name of the client and specific details regarding the client. We do have concerns regarding HIPAA. Please confirm this is acceptable?

This refers to Federal, State, Local Governments or a Private Agency as clients.

56. Page 16, C.01.4(b) – This section requests information regarding our staff. For some clients, a number of caregivers have provided services. However, the leadership has been

consistent when providing oversight. Please confirm that it is acceptable to provide information surrounding only our leadership.

This item refers to leadership positions.

57. Page 18, C.01.15 – This section requests the proposer's most recently prepared annual financial summary statement. Our agency officially opened its doors for business on 11/15/15. Please confirm that it is acceptable to provide an independently prepared financial summary statement from the last complete 12 months prior to the proposal deadline.

Acceptable.

58. Attachments C, E, F, and G – Beginning January 1, 2017, Proposer shall have demonstrated the capacity to deliver at a minimum the following number of units for the following:

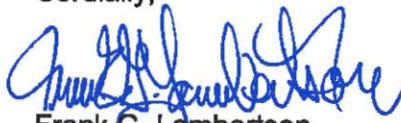
Homemaker Units per Week – 444
Respite Units per Week – 384
Emergency Alert Response Units per Week – 252
ADI Respite Units per Week – 304

Demonstrate how you would meet these requirements.

No additional questions will be considered.

Proposals are to be prepared as instructed in this Request For Proposals and shall be received at Manatee County Purchasing Office, Suite 803, 1112 Manatee Avenue West, Bradenton, Florida, FL 34205 until **4:00 P.M., December 5, 2016.**

Cordially,



Frank G. Lambertson
Contracts Negotiator